

CHAPTER 9

Waiver Services

In the following sections, you will find the definition of each waiver service, the types of providers of each service, instructions for arranging for the service along with the forms to be used, instructions for monitoring, and service management. Community Supports Waiver funded services are to be provided in response to the specific needs of the recipient. These needs must be clearly documented in his/her plan along with the type of service to be provided to meet the need, and the amount, frequency, and duration with which the service will be provided. Exact Waiver service names must be used in the recipient's plan and in documentation.

Note: Community Support Waiver services cannot be provided in Community Residential Care Facilities.

It is preferable that the exact waiver service name as found in the waiver document be used. Using the exact name will avoid any questions regarding the service. However, if the waiver service name you are using coincides with an "acceptable waiver service name" listed on the next page, there will be no problem. If any name other than the "Exact Waiver Service Name" or the "Acceptable Waiver Service Name" is used, the plan must be updated immediately to reflect the appropriate terminology.

You are responsible for documenting the information in the recipient's plan. Additionally, you are responsible for budgeting for the services, authorizing the services, monitoring the services and discontinuing the services when the need is met or services are no longer needed.

When authorizing direct billed services, you must use the Prior Authorization Number(s). For the Community Supports Waiver, Prior Authorization Numbers begin with the **letters "CS"** followed by five numbers. Please see your supervisor for more information.

Monitorship of Community Supports Waiver Services

Each service is monitored according to the guidelines included in the service chapters. **Waiver services must be received within 30 days of the enrollment date and all services should be monitored as needed to sufficiently assure that a waiver service is provided every 30 days. Anyone receiving two (2) or less waiver services will require monthly monitoring.** See each service chapter for the specific monitoring for each service and suggestions for areas of inquiry when monitoring.

Monitoring will be considered complete when **one or more** of the following has been conducted:

- Conversation/discussion with the recipient, recipient's family/caregiver, or Day staff member for the purpose of determining the effectiveness, frequency, duration, benefits, and usefulness of the service. **(strongly recommended)**
- Review of documentation of services provided for the purpose of assessing the effectiveness, frequency, duration, benefits, and usefulness of the service (i.e. review of progress notes submitted by a psychologist providing psychological services)
- Conversation with the service provider about the effectiveness, frequency, duration, benefits, and usefulness of the service.
- On-site observation of the service being rendered for the purpose of determining the effectiveness, frequency, duration, benefits, and usefulness of the service.

In all cases you **must** vary your type of monitorship because perspectives can be different depending on to whom you speak regarding the service. You may want to speak with several individuals to complete a monitorship.

COMMUNITY SUPPORTS WAIVER SERVICES

EXACT WAIVER SERVICE NAME	ACCEPTABLE WAIVER SERVICE NAME
Adult Day Health Care Nursing Services	Adult Day Health Care Nursing Services ADHC Nursing Adult Day Nursing
Adult Day Health Care Transportation Services	Adult Day Health Care Transportation Services ADHC Transportation Adult Day Transportation
Adult Day Health Care Services	Adult Day Health Care Services Adult Day Health ADHC
Behavior Support Services	Behavior Support Services Behavior Support
Career Preparation	Career Preparation Career Prep.
Community Services	Community Services
Day Activity Services	Day Activity Services Day Activity
Employment Services	Employment Services
Environmental Modifications	Environmental Modifications Environmental Mods. Enviro. Mods.
In-Home Support	In-Home Support Services In-Home Support
Personal Care Service 1	Personal Care Services 1 or I Personal Care 1 or I Personal Care Level 1 or I PC 1 or I
Personal Care Services 2	Personal Care Services 2 or II Personal Care 2 or II Personal Care Level 2 or II PC 2 or II
Private Vehicle Modifications	Private Vehicle Modifications Vehicle Modifications Vehicle Mods. PVM
Psychological Services	Psychological Services Psychological Psych. Services
Respite Care	Respite Care Respite Respite Care Services
Specialized Medical Supplies, Equipment, Assistive Technology and Appliances	Specialized Medical Supplies, Equipment, Assistive Technology and Appliances Specialized Medical Supplies, Equipment, Assistive Technology & Appliances
Support Center Services	Support Center Services Support Center